



Membership Services – Graduate Assistant

One Position Available

Start Date: July 1, 2021

Description:

The Department of Physical Education, Recreation, and Dance is currently seeking a Graduate Assistant for the 2021-22 academic year to assist the Member Services team the Boston University Fitness and Recreation Center. The position is renewable for a second year contingent upon the satisfactory performance of the individual during the first year.

This position is offered to an accepted candidate in a Boston University graduate program and requires approximately 20 hours per week. The award includes 8 credits tuition remission per semester and a stipend of \$307.69 per week paid over a 12-month period.

Graduate Assistant will be required to routinely work one weekend day to supervise facility operations and programming. Additional weekend hours and some early mornings/evenings may also be required.

Responsibilities may include but are not limited to:

Member Services:

- Support Member Services desk staff with membership related inquiries, concerns and questions
- Ensure proper membership policies and procedures are followed
- Contribute to overall marketing of facility, membership, and programming
- Perform administrative functions related to membership cancellations, fitness reimbursement requests, marriage certificates and informed consents
- Create and distribute FitRec ID cards for new members
- Be responsible for coordinating, communicating and distributing membership and facility announcements
- Manage credit card payments and declines, including member payment issues and outdated card information
- Assist in the creation, promotion, and execution of member programs including open houses, open enrollment, wellness fairs, orientation programs, and new member promotions
- Ongoing management of member cancellation database, including database entry, spreadsheet management and data collection using basic tables/graphs
- Maintain and update membership database with most accurate information
- Complete special projects as assigned

Facility Management:

- Facility Supervision - opening, closing, weekend, and holiday building coverage
 - Student Development - training and supervision
 - Facility Operations - assisting professional staff, instructors, and members with basic facility-related needs, equipment and information
 - Facility Security - general access control and building oversight
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Schedule Requirements:

Graduate Assistant will work collectively with the Member Services and Facilities teams to cover all FitRec building hours. In addition to regular office hours, these shifts include weekday opening (5:45-10:00am), weekday closing (3:30pm-11:00pm), and weekend closing (2:30pm-10pm). Reasonable exceptions can be made for academic classes, internship or other conflicts.

Qualifications:

- Bachelor's degree from an accredited college or university
- Previous experience in customer service is required
- Experience with Microsoft Office (Word, Outlook, and Excel) required. Database management experience (VSI RecTrac) preferred
- Strong communication skills and ability to work with a variety of personality types
- Strong writing/editing skills, as well as careful attention to detail
- Supervisory experience (including training, task delegation and follow-up) preferred
- Must be extremely well organized and able to effectively manage a number of projects simultaneously
- Able to be self-motivated, creative, and detail and deadline oriented
- Able to work well within a team/group
- Positive attitude is a must
- Must be accepted into a graduate degree program at Boston University

Application Process:

To apply, please send a resume, cover letter, program acceptance letter, and two references/letters of recommendation to:

Keith Kantor
Manager of Member Services
Department of Physical Education, Recreation & Dance
915 Commonwealth Avenue
Boston, MA 02215
kkantor@bu.edu
